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**EOEA-IM-07-06**

**INFORMATION MEMORANDUM**

TO: ASAP Executive Directors

FROM: Jennifer Davis Carey

DATE: May 23, 2007

RE: Development of Outcome-Based contracts and Management Practices

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**Purpose:**

EOHHS is leading an enterprise-wide development of outcome-based contract management practices. The purpose of this initiative is to ensure that our programs and services achieve positive outcomes for vulnerable and at-risk populations. A focus on outcomes (a positive change in client, family, or community behavior or condition) - which is the essential purpose of health and human service programs - ensures that the customer is always considered first and recognizes that programs, practices, and policies are only as effective and meaningful as their actual impact on human gain.

**Background and Program Implications:**

To integrate outcome-based contracting and management practices into all Elder Affairs programs, our program managers will begin organizing an inclusive process for defining client-based outcome measures for their respective programs. Elder Affairs will gradually incorporate outcome measures into all programs. During FY2008, this upcoming contract year, this initiative will focus on four programs: the Supportive Housing Program, the Comprehensive Screening and Services Model (CSSM), the Nutrition Services Program, and the Family Caregiver Support Program. During the next fiscal year, Elder Affairs will focus on developing outcome-based performance measures for other programs.

For a general overview of outcome-based contracting requirements, please see the “Purchase of Service Attachment Instructions for Human and Social Services,” particularly the section on performance contracting, issued by the Commonwealth of Massachusetts, Operational Services Division, on November 1, 2005, and available online at <http://www.mass.gov/Aosd/docs/pos/contract.doc>.

**Effective Date:**

May 23, 2007.

**Contact:**

I have asked Colleen Powell and Mary Kay Browne to coordinate this effort for Elder Affairs. In addition, should you or your staff want more information, please do not hesitate to contact Elder Affairs’ program directors and managers.